

REVENUE AND RECOVERY OFFICER TRAINEE
REVENUE AND RECOVERY OFFICER
REVENUE AND RECOVERY OFFICER II

Class No. 002483
Class No. 002478
Class No. 002479

DEFINITION:

To locate persons with financial obligations for the collection of debts owed to the County of San Diego; and to perform related work as assigned.

DISTINGUISHING CHARACTERISTICS:

Revenue and Recovery Officers are allocated primarily to the Department of Auditor and Controller, Revenue and Recovery Division. These classes are responsible for the collection of debts owed to the County for purposes other than taxes. In addition, these classes obtain and analyze financial information, negotiate payment agreements, enforce collections through written correspondence, telephone, personal interviews, investigation and litigation.

Revenue and Recovery Officer Trainee: This is the trainee class in the Revenue and Recovery Officer class series. Under immediate supervision, incumbents assist in work related to the establishment and maintenance of account files and the monitoring of computerized records of the obligation of debtors. As incumbents gain experience, more difficult work is assigned.

Revenue and Recovery Officer I: This is the first working level in the class series. Under general supervision, incumbents make progressively more independent decisions that involve interpretation of pertinent laws, policies and procedures. The incumbent is involved with skiptracing and the performance of less complex collection functions.

Revenue and Recovery Officer II: This is the journey level in this class series. Under general direction, the incumbent performs collection duties of a more difficult nature, including the renegotiation of payment agreements. This class differs from the next highest class, Revenue and Recovery Officer III, in that the latter is a first line supervisor, responsible for the activities of a unit.

EXAMPLES OF DUTIES :

Revenue and Recovery Officer Trainee:

Handles incoming telephone calls, responds to routine questions, and refers more complex matters to Revenue and Recovery Officers; sorts and screens incoming correspondence; responds, or takes appropriate action not requiring a more experienced Officer's attention; processes returned mail using established criteria; determines identification of account on incoming documents; processes documents and adjusts accounts receivable and/or trusts within established guidelines; monitors computer generated reports and action notices to process release of monies and to adjust accounts as needed to ensure a correct status; performs audits of accounts upon request for enforcement action, legal action, lien clearance and/or escrow; contacts other County Departments for information necessary for proper handling of accounts.

Revenue and Recovery Officer I:

Organizes collection cases, verifies and collects information from law enforcement, Armed Forces, commercial credit agencies, and other governmental agencies at the local, state and federal levels; establishes accounts on order of the courts, District Attorney, Social Services, the debtor, or other appropriate authorities; effects collection by letter, telephone or interviews; explains accounts to debtors; appears in court to verify records; determines when further search is unfeasible and recommends discharge of debts; locates and secures current address, employment,

and asset information on missing debtors for Social Services, Hospital, Probation, and miscellaneous accounts through use of community resources such as street indices, social service listings, motor vehicle records, neighbors, and computer records search.

Revenue and Recovery Officer II:

All of the duties listed above plus: Reviews and interprets court orders and other legal documents to determine that accounts are properly established and maintained; audits, adjusts and processes more difficult and complex accounts to facilitate more effective collections; reviews delinquency to determine priorities for best course of action; conducts interviews, determines financial ability, effects collections, and determines feasibility of litigation; prepares documentation and assists or conducts litigation in cases; maintains fiscal/collection records to the standards of court evidence; leads and directs subordinate staff on a variety of projects; supervises subordinate personnel in the absence of a Revenue and Recovery Officer III; confers with supervisor regarding unique situations; reviews and approves account adjustments completed by subordinate officers; communicates with other County offices, state and federal agencies, law enforcement agencies, attorneys, judges and private sector businesses by phone, correspondence and/or in person; prepares and maintains a variety of reports; operates personal computer to obtain and update records; performs office tasks; maintains and applies office policies and procedures.

MINIMUM QUALIFICATIONS:

Knowledge Level: T = Thorough; G = General; -- = Not Applicable

Classification Level: I = Revenue and Recovery Officer Trainee;
II = Revenue and Recovery Officer I;
III = Revenue and Recovery Officer II

Knowledge of:

<u>I</u>	<u>II</u>	<u>III</u>	
T	T	T	Telephone techniques to effectively garner information from callers and leads and to give clear and concise responses to inquiries.
T	T	T	Indexing and filing rules and systems to ensure complete and proper maintenance of account files.
T	T	T	Mathematical computations involved in keeping, reviewing and compiling statistical or financial records.
G	G	T	Basic legal terminology relative to court orders and collections of funds.
G	G	T	Interview and interrogation techniques.
--	G	T	Methods and techniques used in effecting collections.
--	G	T	Investigative procedures necessary in collecting delinquent accounts.
--	G	T	Sources and information used in checking financial conditions and responsibilities.
--	G	T	Basic operation of CRT and computer codes.
--	G	T	Financial record keeping and billing procedures.
--	G	T	Basic skiptrace procedures.
--	G	T	Current laws of confidentiality and other regulations and codes relating to the legal collection of funds.
--	G	T	Investigative procedures necessary to gather and present evidence.
--	G	T	Criminal and civil laws related to collections.
--	--	G	California courtroom procedures.
--	--	G	Supervision and training practices and techniques.

Skills and Ability to:

The following skills and abilities apply to all Revenue and Recovery Officer classes listed above.

- Communicate effectively both orally and in writing.
- Establish and maintain complete and accurate records and accounts.

- Read and interpret court orders, legal procedures and other documents involved in the collection of delinquent accounts.
- Use tact and courtesy in working with the general public or representatives of other agencies.
- Input and retrieve data and information stored in a computerized record system.
- Prioritize the importance of tasks and complete work in proper sequence.
- Determine and understand the complexity of a task to set work priorities and to select appropriate and effective work methods.
- Perform simple mathematical computations.

Revenue and Recovery Officer I (in addition to the above):

- Identify discrepancies and select appropriate solution.
- Demonstrate mature judgement in collecting accounts.
- Interview/interrogate clients effectively in stressful situations.

Revenue and Recovery Officer II (In addition to the above):

- Compute simple to complex mathematical calculations.
- Provide technical training and guidance to others.

EDUCATION/EXPERIENCE:

Education, training, and/or experience which would likely demonstrate possession of the knowledge and skills stated above. An example of education/experience which would most likely provide the knowledge, skills, and abilities necessary is:

Revenue and Recovery Officer Trainee: One (1) year of full-time clerical or debt collection experience in a public, private, or retail credit or debt collection environment; OR, a combination of appropriate college training and experience equal to the one (1) year.

Revenue and Recovery Officer I: One (1) year of full time work experience in the collection of funds owed a private or public agency. Such experience should have involved personal and/or telephone contact with debtors in a collection capacity.

Revenue and Recovery Officer II: One (1) year of satisfactory job performance as a Revenue and Recovery Officer I, OR, two (2) years of full time work experience in the collection of funds owed to a private or public agency.

SPECIAL NOTES, LICENSES, OR REQUIREMENTS:

Licenses:

Positions in these classes may require possession of a valid class "C" California driver's license by the time of appointment or require the ability to arrange transportation for field travel. Employees in this class may be required to use their personal vehicle.

Character:

Prior to appointment, applicants will be required by the appointing authority to furnish a complete record of conviction(s). Felony convictions for misappropriation or embezzlement of funds, or a closely related crime may be disqualifying.

Working Conditions:

Requires frequent/constant contact with members of the public who may be uncooperative, irate and/or emotionally upset.